



Career Opportunity



About DRS

The [Department of Retirement Systems](#) is an umbrella organization responsible for administering eight public retirement systems and the Deferred Compensation Program for public employees in the state. DRS services directly affect over 400,000 members and participants, 142,000 retirees, and over 1,270 employers.

We employ more than 250 staff in areas such as: retirement services, information services, accounting and fiscal, and office/clerical support. We also employ management and supervisory professionals.

Our environment is dynamic, customer-focused and technologically savvy. We support a range of training and development opportunities, particularly those that prepare employees for career advancement and contribute to the quality of working life.

POSITION: Information Technology Specialist 2
LOCATION: Tumwater, Washington
OPENS: January 19, 2007
CLOSES: Open until filled*
RECRUITMENT #: 0124 - 0423

* Your prompt response is encouraged as initial review of application materials will begin January 29, 2007.

Within the Employer Support Services unit (ESS) of the Administrative Services Division, this position provides professional level consultation, support, analysis and customer service under spot supervision. The work performed facilitates the ongoing development and implementation of current and new computer information processing systems with DRS and the employer community. The successful incumbent of this position may also have the opportunity to participate in delivering statewide employer training in a classroom setting, one-on-one work sessions and presentations at conferences for associations and other user groups.

Essential Functions:

- Uses e-mail, telephone and written correspondence to consult with employers to increase reporting efficiency and compliance, including, but not limited to the following: to define and resolve problems to data, automated systems, and/or procedures. Formally communicates solutions to employers.
- Reviews, researches, and analyzes transmittal system error exception reports.
- Following established criteria, may fix identified data-issues independently to increase data integrity and reduce data rejection.
- Identifies technical reporting discrepancies, possible solutions and communicates with appropriate staff such as lead, manager or ISD staff for resolution.

Why work at DRS?

DRS is centrally located in Tumwater, part of the Olympia/Tumwater/Lacey tri-city area on the southernmost tip of Puget Sound. It is a community rich in history, culture and natural beauty, blending a thriving city that is home to the state capitol with a friendly, small town atmosphere.

At DRS, we offer:

- A diverse, professional working environment;
- Opportunities for training, growth and advancement;
- Tuition reimbursement;
- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

- Evaluates identified solutions, provides feedback, and may participate in testing of changes to information systems.
- Processes electronic files sent via internet by employers using proprietary Convert/Upload application. Evaluates files for data discrepancies and/or data integrity issues
- Over the telephone, trains employers on correct reporting procedures to reduce error incidence.
- Investigates general employer reporting questions and problems.
- Participate actively in team environment; communicate with manager, peers, and other DRS staff regarding information learned in communication with employers.
- Assists in implementation of new DRS reporting systems or reporting requirements.

Desirable Qualifications

The desired candidate for this position will possess the following:

- Two or more years experience providing customer service over the telephone; and
- Two or more years experience interpreting and explaining complex rules, laws, or regulations for a public sector entity; and
- Two or more years experience using mainframe applications.

Additionally, the successful candidate will demonstrate strong development in the following competency areas:

- **Analysis:** Breaks down complex information into component parts to understand the nature and relationship of the parts. Recognizes when information is missing and underlying patterns or themes in an array of related information. Uses that recognition to determine whether additional information would be helpful to the purpose of the review.
- **PC Applications:** Demonstrates technical knowledge and skill in using several software products such as but not limited to Word processing, spreadsheet and email to effectively communicate with staff and employers. Adeptly maneuvers between multiple applications simultaneously, referring to multiple screens in order to provide complete and correct information.

- **Communication:** Over the telephone and in writing, clearly presents rules and system requirements in a logical and easy-to-understand manner. Patiently explains and responds to questions. Can translate the 'letter of the law' into the practical application and determine the best solution when more than one exists. Recognizes and responds appropriately to resistance or lack of understanding on the part of the customer. Follows accepted rules of language regarding grammar, word usage, and sentence structure for all written communication.
- **Customer Service Orientation:** Provides excellent customer service by working closely with customers and serving their needs by providing sound, high-quality service and professional level consultation and advice.
- **Systems Knowledge:** Possess expertise in the mainframe applications used by the agency, including MIS and EIS. Is familiar with electronic data transfer methods, including SFT and web-based data transfer. Adeptly maneuvers between multiple applications simultaneously, referring to multiple screens in order to provide complete and correct information to customers.

Compensation

\$3,208 to 4,106 per month, depending on qualifications. The State of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; 11 paid holidays per year; a state retirement plan; and optional credit unions, savings bonds, and a Deferred Compensation Program.

How to Apply

Interested applicants who meet the qualifications and competencies listed in this announcement are invited to apply for consideration by applying for this position using careers.wa.gov. This recruitment can be found by searching for recruitment number ***0124 DRS Information***.

All application materials will be screened to determine who will participate in the assessment and interview processes, which will include skills testing.

The Washington State Department of Retirement Systems is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in an alternate format, may call the Human Resources Office at (360) 664-7020 or TTY (360) 586-5460.